

Notes from the first meeting of the newly formed Patient Group for The Jenner Practice

Date: Tuesday 8th January 2013
Time: 6.30 – 8pm
Place: The Jenner Practice
Present: 8 Patients (BB, PC, PC, RC, GH, MG, BR, HW)
 3 Staff, Jeanette Garforth – Practice Manager
 Andrew Warsop – General Practitioner
 Paul Chapman – I.T. Manager

Apologies: 10 patients were unable to make this meeting but wished to be informed of the next.

Purpose of the Group: The setting up of the group is a Department of Health Directive to “ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. This includes being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gate-keeper to other services.”

Introduction: Jeanette welcomed everybody and explained that it is hoped that these meetings would be led by the group and not the practice. However, the practice would bring ideas for change, for discussion at future meetings. There were formal introductions at this point and we then discussed meeting frequency, time and day of the week. The group agreed to meet quarterly on Tuesday’s for one and a half hours starting at 6.30pm.

Notes & Action Points

As this was the first meeting there was no formal agenda, but the following points were discussed:

Topic	Discussion	Action Points
The proposals in respect of the closure of A&E and maternity services at Lewisham Hospital	<p>There was a general discussion regarding the decision on the future of Lewisham A&E. The group members wanted an update on what has happened so far in terms of demonstrations, public meetings and GP meetings with Matthew Kershaw.</p> <p>The group then asked whether or not the practice could alert patients of the ‘Save Lewisham Hospital Demo’ on Saturday 26th January at 12noon. (for details, see www.savelewishamhospital.com)</p>	Paul to inform all patients of the date and time using the web site MJOG our text based messaging system.
Clinical Commissioning Group	The group were interested in finding out more about GP Commissioning and the impact that this may have on the practice. It was agreed that Dr Marc Rowland, who is a member of the CCG group would attend the next meeting.	Dr Marc Rowland to attend the next meeting.
Appointments	<p>In response to the groups concerns about access to appointments. There are still issues with the automated telephone appointment system and that we will be terminating our contract with them. We are now using an Online Appointment System called Vision Online that although initially had teething problems, is now fully operational and very easy and accessible to use.</p> <p>The group discussed the ‘month in advance’ appointments and Jeanette explained that patients booking their own appointments were not using these and they were used mostly by GP’s as follow up appointments. However, in order to reduce the number of DNA’s (Did Not Attend) the practice will look at changing the number of monthly appointments available, replacing them with two week appointments.</p>	Jeanette to feedback at next meeting progress on this change.

Online Services	<p>The following on line developments were discussed:</p> <p>Electronic Prescription Service (EPS)</p> <p>The Electronic Prescription Service enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.</p> <p>Access to Medical records on-line.</p> <p>This would enable patients to access their records on-line which members agreed would be useful. It is hoped that this service would be available during 2014/15.</p>	Go live date for EPS is 23/1/13
Communication	<p>Discussed briefly, but the focus was mainly on how to contact management regarding feedback in terms of general ideas, concerns or observations. It was felt that this was sometimes a rather difficult process as it isn't clear who the management team are and their contact number. Perhaps the practice should display photos and contact numbers in the waiting room.</p> <p>The practice website and the practice leaflet has information regarding who in terms of complaints or suggestions or patients can ask to speak to the practice manager by asking the receptionist. However, the practice will look at ways of providing more detailed contact information for patients.</p> <p>The practice staff to contact are:</p> <p>Jeanette Garforth Practice Manager Julie Dennison Deputy Manager Bridget Debell Data Quality Manager Dawn Leonida Reception Team Lead</p>	Jeanette & Paul will look at ways of improving the contact information for patients, including photos on the web site and in the waiting room
Practice Survey	<p>The practice survey was handed out to members of the group in order that we could discuss the questions prior to the survey but the meeting had been longer than expected the members agreed to take them away and feedback their comments to the practice by Fri 18th January 2013. Also, we will upload the questionnaire to members of the virtual patient group on the web site.</p>	Group members to feedback on the survey questions by 18/1/13.

Next Meeting. 6.30pm on Tuesday 19th March at The Jenner Practice. The agenda will be to discuss the issues raised by the survey and agree any changes in the Practice to be implemented as a result